



## Information Services Department

### PeopleSoft

The Information Services Department serves as a single point of contact for the technical administration, operation and maintenance of PeopleSoft Financials and PeopleSoft HRMS.

These are the core enterprise applications for managing the City's financial operations and human resources activities.

PeopleSoft Financials handle all General Ledger, Accounts Payable, Accounts Receivable, Purchasing, Asset Management, Project Costing and Billing functions.

PeopleSoft HRMS handles Human Resources, Benefits, Payroll, and Time & Labor functions.

#### SERVICES PROVIDED

- Installs, monitors and maintains the hardware, database, and operating system software on servers.

- Performs nightly system backup and provides recovery services.

- Manages PeopleSoft service requests, and requests for changes.



ISD supports 600 PeopleSoft Financials Users, and 385 HRMS Users.

- Maintains annual hardware and software support agreements.

- Setup of user profiles and security.

- Applies quarterly and yearly tax updates, and monitors and applies all regulatory functional changes required.

- Creates and maintains environments for testing PS functionality and patches.

- Prints payroll checks bi-weekly, and schedules and monitors nightly and monthly reports.

### DID YOU KNOW?

The City of Fresno issues more than 7,600 paychecks each month through the use of the PeopleSoft application.

No pay period deadlines have been missed.

Use of the PeopleSoft application brought the City the ability to make electronic direct deposit of paychecks. It also automated mass salary increases.

Over 2,000 new employee's records have been processed since PeopleSoft was implemented in 1999. More than 1,000 employees have received training.

#### For Your Assistance

**Service Calls: 621-7100**

**Hours of Onsite Support:**  
**8:00 am- 5:00 pm Mon-Fri**

**Hours of Pager Support:**  
**24 hrs. / 7 days**

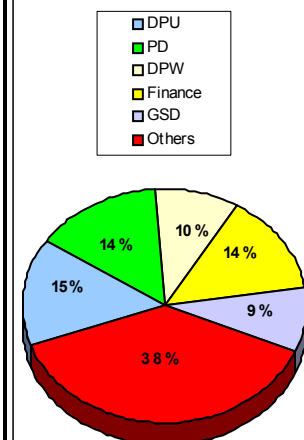
#### Dedicated PS resources

- Database Administrators (2)
- Programmer/Analyst II
- Programmer/Analyst III (3)
- Programmer/Analyst IV (2)
- Information Systems Supervisor (1)

Annual ISD costs for PSofT support :  
\$1,218,504 O/M  
\$2,156,116 SAM Fund

Represents 24.1% of ISD O/M Costs.  
Represents 49.7% of SAM Costs.

Top PSofT FN Users



#### **ISD Methodology for PeopleSoft Charges**

Each department is charged for PeopleSoft services based upon their percentage of total authorized positions for the City of Fresno.

## Information Services Department



### The PeopleSoft Subject Matter Experts

ISD sponsors bi-weekly meetings with department users who are considered Subject Matter Experts within their fields.

Termed "Module Leads" by the PeopleSoft organization, they continue to perform testing, monitor functional needs, and communicate process change requests to ISD. They are:

Human Resources	Jorge Aguiniga	621-6976
Payroll	Jeff Beatty	621-7012
Time & Labor	Jeff Beatty	621-7012
General Ledger/AP	Mike Getty	621-7030
AR/Billing	Sabina Spurlock	621-7008
Project Costing	Annette Rendon	621-8447
Purchasing/Requisitions	Ken Ishimoto	621-7113
Asset Management	Ge Vang	621-7039

## PeopleSoft SERVICE LEVEL AGREEMENTS

The City of Fresno Information Services Department pledges to meet the following service level agreements with their PeopleSoft customers:

- Incremental system backups will be performed every night after regular business hours.
- Full system backups will be conducted each week, after regular business hours.
- Paychecks will be successfully printed bi-weekly, after regular business hours.
- Setup of new user IDs and security profiles will be completed within 48 hours after authorized request.
- Initial diagnostic support for application errors will be completed within 24 hours of request.

- A full application test environment shall be maintained at all times.
- The application production environment will be monitored and maintained daily to ensure maximum use capacity.
- ISD PeopleSoft resources shall attend no less than one (1) applicable training course per year to maintain up to date technical skills.
- Help Desk calls to ISD shall be responded to within three (3) hours of receipt.
- E-mail inquiries or requests for service referred to specific ISD resources will be answered within three (3) hours of receipt.
- ISD shall maintain up to date information on application and

functional features, and shall report to users within sixty (60) days of receipt.

- ISD shall be responsible for monitoring maintenance and service contracts issued, and for payment of fees on behalf of the users for PeopleSoft related maintenance and service fees.
- On-site PeopleSoft service resources shall be available to users from 8:00 a.m. to 5:00 p.m., Monday thru Friday each week.
- ISD will provide resources for off-hour requests for service. Such requests for service through pagers will be answered within two (2) hours of receipt.
- User group Module Lead meetings will be held no less than bi-weekly.



# Information Services Department

## Geographic Information System – GIS

The Information Services Department acts as the main support resource for City's Geographic Information Systems users. Along with daily maintenance of many of the City's GIS layers, GIS staff act as a resource and support unit for other GIS development within the City. ISD GIS staff also act as the primary liaison with the other regional GIS producers and users. ISD GIS staff produce many reports and maps and provide geospatial information to City Council Members, the City Managers office and other departments by request.

### SERVICES PROVIDED

- Install, monitor and maintain the hardware, database, operating and application software, and tool-sets on GIS servers.
- One-on-One training on the use of GIS tools to extract and analyze geographic data, and produce

products containing that data for use by the City and it's citizens.

- Perform special studies and spatial data analysis upon request.



ISD supports the use of GIS for all City of Fresno needs.

- Maintain annual software support agreements.

- Setup of all user profiles and security.

- Production of maps by request.
- Loads data from other sources for use by the City, such as aerial photos, current Assessor Map pages, tract and parcel maps and data.
- Create and maintain environments for testing GIS functionality and patches.
- Development of query tools and application for on-screen GIS data validation.

## DID YOU KNOW?

ISD has produced more than 70 layers of GIS data that include streets, parcels, addresses, boundaries for districts, building outlines, service and special zone areas.

Public Safety groups such as the Police and Fire Departments rely upon GIS for accurate information for emergency response and planning.

Through the use of GIS, ISD developed new routes for residential and commercial solid waste pickups, which resulted in significant cost savings for DPU.

### For Your Assistance

Service Calls: 621-7100

Hours of On-site Support:  
8:00 am- 5:00 pm Mon-Fri  
Hours of Pager Support:  
24 hrs. x 7 days

### Dedicated GIS resources

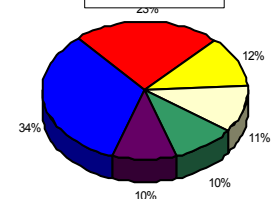
- Programmer/Analyst III (2)
- Programmer/Analyst II
- Computer Systems Technician

Annual ISD costs for GIS support :  
\$425,590 O/M  
\$64,138 of SAM Fund

Represents 8.4% of ISD O/M Costs  
Represents 1.48% of ISD SAM Costs

### Top GIS Users

- DPU
- Police
- Planning
- Housing
- DPW
- Others



### ISD Methodology for GIS Charges

Each department is charged for GIS services based upon their percentage of use of the GIS resource.

## Information Services Department



### GIS Special Projects

ISD resources, dedicated to support of GIS, participate on many committees and projects as representatives of the City of Fresno. Some of these efforts include:

- HAZMAT Project for public safety response to hazardous waste accident.
- Emergency Operations Center—sharing equipment, resources and data for planning emergency event responses. The Homeland Security Office is helping Fresno to coordinate the 2nd largest simulation event to be held in April 2003, and ISD's GIS resources are providing services and will be a part of this event.
- Mid-San Joaquin Valley Regional Committee, as Chair and participants, for development of regional GIS resources for use by the citizens of Fresno, Clovis and others.
- Participation in the creation of the Regional Web Portal for the Regional Jobs Initiative and coordination of the GIS component.
- Leading the creation of the regional GIS data repository and compatible database.

## GIS SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with the City of Fresno GIS customers:

- Incremental system backups will be performed every night during off-business hours.
- Full system backups and recovery needs will be conducted each week, during off-business hours.
- Special report requests will be completed, depending upon scope of report, within five (5) days after request.
- Setup of new user IDs and security profiles will be completed within 24 hours after request.
- A full application test environment shall be maintained at all times.
- Application production environments will be monitored and maintained daily to ensure maximum use capac-

ity.

- User group meetings shall be held no less than monthly.
- ISD GIS resources shall attend no less than one (1) applicable training course per year to maintain up to date technical skills.
- Help Desk calls to ISD shall be responded to within three (3) hours of receipt.
- E-mail inquiries or requests for service referred to specific ISD resources will be answered within three (3) hours of receipt.
- Off-hour resource pages will be answered within two (2) hours of receipt.
- ISD shall be responsible for management of all GIS maintenance and service fee contracts, and payment of all user fees as allocated to each department on a yearly basis.

- On-site GIS service resources shall be available to users from 8:00 a.m. to 5:00 p.m., Monday thru Friday each week.
- GIS service resources will be available to users through pager 24 hours per day, every day.
- Initial diagnostic support for application errors shall be completed within 48 hours.
- ISD shall maintain up to date information on application and functional features, and shall report to users within thirty (30) days of receipt.
- GIS will create and maintain a web presence using ARC IMS to bring GIS data to the citizens of Fresno.
- ISD shall maintain and assure that GIS information is loaded and accessible into the HTE system for building permits at all times. This data shall be updated on a weekly basis.





# Information Services Department

## SPECIALIZED APPLICATIONS

The Information Services Department provides services to analyze business needs, investigate applications that may satisfy those needs, assistance with programming requirements, and manage project implementation services. ISD has developed and supports hundreds of standard and in-house applications for special needs. Some examples are as follows:

<b>Customer:</b>	<b>Application:</b>
City-Wide	Website Development and Management
Personnel	Online Job Applications; SYGMA
Police Department	False Alarms; On-Acct Billing; Absence Entry; Scantron; CrimeView
General Services Department	Fleet Anywhere; Micromain; MS2000; Time and Billing Application
Risk Management	Vehicle Allowance; Random Alcohol Testing; Risk Master
City Attorney	ProLaw; Legal Solutions; Attorney's Summation
Parks & Recreation Department	RecWare; e-Works Registration App; Parks Request for Services
Retirement	Levi, Ray & Pension Gold
Finance	BRASS, Click 2 Gov— Utility Bills
Economic Development	ACT!
Labor Management Task Force	LMTF Website
Multiple Departments	Document Imaging; Aerial Photo Mapping
Code Enforcement	Weed Abatement Handhelds
Fire	Fire Asset Inventory Module
Planning and Development	Click 2 Gov—Building Permits
Public Works	Street Permits
City Council	Council RFS system



### For Your Assistance

Service Calls: 621-7100

### On-site Hours of Support:

8:00 am- 5:00 pm Mon-Fri

### Hours of Pager Support:

24 hrs. x 7 days

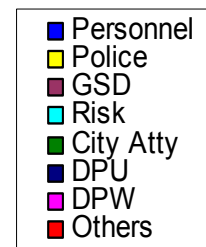
### Dedicated Special Apps Resources

- Database Administrator — 1
- Programmer/Analyst III — 4
- Programmer/Analyst II — 2

Annual ISD costs for Desktop support :  
\$789,545 O/M

Represents 15.60% of ISD O/M Costs

### Special Apps Customers



### ISD Methodology for Special Application Charges

ISD Special Applications Support Service charges are based upon each department's FY03 Adopted Budget, as a percentage of the City's overall FY03 Adopted Budget, as adjusted.

## Information Services Department



### HOW DOES ISD DEVELOP A NEW APPLICATION?

When a customer finds that a business process need is not adequately served by a computer application in place, they contact ISD to assist in finding a new solution. ISD will first meet with the customer and document in detail their requirements. After definition of need, ISD will research the software application industry to find a best fit product. If no product is available, ISD will determine the feasibility of developing a program internally. Once risks and benefits, anticipated costs, an estimated timeline and resource needs are determined, ISD will present the options available to the customer.

If the customer decides to move forward and funding is available, ISD will manage the project efforts and project team to produce and implement the new program.

## SPECIAL APPLICATIONS SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with the City of Fresno Desktop support customers:

- The ISD Help Desk shall be available to users from 6:30 a.m. to 5:00 p.m., Monday thru Friday each week for Special Application support needs.
- The average wait time for a customer representative at the ISD Help Desk shall not exceed 45 seconds.
- Help Desk calls to ISD referred to Special Application Support resources shall be responded to within three (3) hours of receipt
- E-mail inquiries or requests for service referred directly to ISD Special Application Support resources will be answered within

three (3) hours of receipt.

- Initial diagnostic support for service calls shall be completed within 24 hours.
- ISD Special Application Support resources will close at least 60% of all service requests within 1 day.
- On-site service request calls will average no more than 3.5 days for completion.
- Emergency support services will be 24x7 through pager contact.
- Off-hour resource pages will be answered within two (2) hours of receipt.
- ISD Special Application Support resources shall attend no less than one (1) applicable training course per year.

- ISD shall be responsible for management of hardware and software maintenance service fee contracts, and payment of user fees as allocated to each department on a yearly basis.
- ISD shall maintain up to date information on hardware, software and operating system advances and upgrades as they reach the market.
- Special Application project support resources will document business requirements for new application requests, research and provide solution recommendations to customers within 60 days of the initial project kickoff.
- Project documentation will be backed up at regular intervals after normal business hours.



# Information Services Department

## HTE / AS400 SERVICES

The HTE application is used by the City of Fresno for issuing and maintaining Business Licenses, Building Permits for the construction needs of the City's developers, as well as producing and maintaining all utilities billings and collections for City customers.

The Information Services Department has been responsible for the smooth operation of this application for more than 10 years.

Additionally, ISD has implemented several new applications in the HTE environment this year. QREP, a query utility that is designed for the HTE system and Looking Glass, a GIS based application for visual map queries have both been implemented on the AS/400 HTE System

ISD has also installed the new "Click 2 Gov" (C2G) application, an e-Gov application that will allow citizens to pay for City Services over the Internet. The initial usage of C2G app will be to provide online access to utility bill and building permit information. Future capabilities will allow citizens to pay their utility bill or permits online.

### SERVICES PROVIDED:

- ISD installs, monitors and maintains the IBM AS400 hardware and software.

- Weekly system backup services, supported by nightly incremental backups. Performed after business hours and on weekends.

- Printing of utility bills each month, and many large special reports as requested by users.



ISD supports 360 HTE Users.

- Diagnostic support and analysis of application errors to determine source and solution to problems when found.

- Setup of all user profiles and security system.

- ISD monitors and maintains an application test environment for new features and version upgrade analysis.

- Consistently monitors for the maximum system capacity to ensure high quality productivity levels.

### For HTE Assistance

**Service Calls: 621-7100**

**Hours of On-site Support:**

**6:30 am-5:00 pm Mon-Fri**

**Hours of Pager Support:**

**24 hrs. x 7 days**

### Dedicated HTE resources

- Network System Specialist
- Computer Operator II
- Computer Operator III
- Programmer/Analyst III

Annual ISD costs for HTE support :

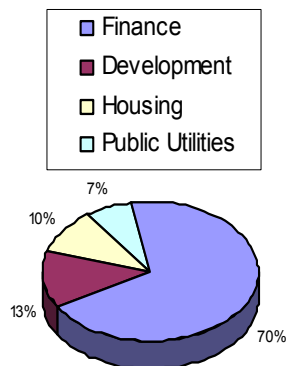
\$416,407 O/M

\$436,733 SAM Fund

Represents 8.23% ISD O/M costs

Represents 10.06% ISD SAM costs

### Top HTE Users



## DID YOU KNOW?

The City of Fresno issues more than 60,000 utility bills each month, which generates more than \$11,000,000 per month in revenues.

The City of Fresno conducts 87,000 building permit inspections each year, and tracks 21,000 Code Enforcement violation cases.

The City of Fresno issues licenses and collects taxes from 26,000 businesses, and licenses more than 17,000 dogs every year.

### **ISD Methodology for HTE Charges**

Each department is charged for HTE services based upon their percentage of use of the system during a fixed three month period.

## Information Services Department



### The HTE Users Group

ISD sponsors a monthly HTE Users Group meeting. Members from most departments discuss functional and system issues and solutions, interact on analyzing new features that might be of value to the City, and look for new information on improvements to business processes that might be considered. Many of the members participate in other application groups, ensuring a flow of up-to-date information City-wide.

Additionally, ISD and HTE user group members attend a yearly meeting (the H.U.G. Conference), held nationally. Significant training opportunities, and lively user forums for exchange of application information, guarantee that unique insights will be obtained.

Through these forums, ISD ensures that HTE customers are provided with the most useful information available, and customer services guide application decisions.

## HTE / AS400 SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with HTE customers:

- Incremental system backups will be performed every night after regular business hours.
- Full system backup will be conducted each week, after regular business hours.
- Utility bills will be printed twice per month, after regular business hours.
- Special report printing requests will be completed, depending upon scope of report, within five (5) days after request.
- Setup of new user IDs and security profiles will be completed within 24 hours of request.
- Initial diagnostic support for application errors shall be com-

pleted within 24 hours of request.

- An application test environment shall be maintained.
- The application production environment will be monitored daily to ensure maximum production use by customers.
- User group meetings shall be held monthly.
- ISD resources specifically assigned to HTE shall attend no less than one (1) applicable training course per year to maintain up to date technical skills.
- Help Desk calls referred to specific HTE resources shall be responded to within three (3) hours of receipt.
- E-mail inquiries or requests for service referred to specific HTE

resources shall be responded to within three (3) hours of receipt.

- ISD shall maintain up to date information on application and functional features, and shall report to users within sixty (60) days of receipt.
- ISD shall be responsible for payment of all HTE related maintenance and service fees, as allocated to HTE user groups yearly.
- On-site HTE service resources will be available to users from 6:30 a.m. to 5:00 p.m., Monday thru Friday each week.
- Emergency HTE Support Services will be available to users 24 hrs. x 7 days by pager.
- HTE off-hours resources shall respond within two (2) hours of receipt of pager notification.





# Information Services Department

## NETWORK SUPPORT SERVICES

The Information Services Department serves as a point of contact for the installation, configuration and maintenance of the City of Fresno's Network hardware, software and infrastructure equipment, as well as wiring. The network provides the connectivity for communication between departments and customers. Management of the GroupWise program allows for fast and easy e-mail delivery, both internal and externally.

### SERVICES PROVIDED

- Network hardware, software, equipment and wiring repair management, replacements, and installations.
- On-site Help Desk support Monday thru Friday, 6:30 a.m. to 5:00 p.m.
- 24x7 Emergency support services.
- Network System Specialist support for hardware and software trouble-

shooting, installs, and upgrades.

- Continuous monitoring and maintenance of the City's file servers to optimize capacity loads.



Through the use of software, manages the 'push' of software updates to all relevant users in a transparent and consistent manner.

- Responsible for the integrity and security of all City networks and data files.
- Setups and security configurations for all new users.
- Develops and maintains the City's network printing services.
- Installs all LAN/WAN systems, and maintains their operating systems.

### For Your Assistance

**On-site Hours of Support:**  
6:30 am- 5:00 pm Mon-Fri  
**Hours of Pager Support:**  
24 hrs. x 7 days

### Dedicated Network Resources

- Programmer/Analyst III — 1
- Network Systems Specialist— 3
- Sr. Network Sys. Specialist — 3
- Sys. Security Administrator — 1

Annual ISD costs for  
Network Support :

\$969,115 O/M  
\$542,601 SAM Fund

Represents 19.2% of ISD O/M Costs  
Represents 12.5% of ISD SAM  
Costs

## DID YOU KNOW?

ISD is responsible for the support of more than 400+ devices such as routers and switches that are part of the City's Local Area and Wide Area Networks throughout the City.

NSS resources support 600+ print queues, and more than 80 file servers at 60 locations throughout the City of Fresno.

There are currently 38 MicroSoft application servers, and 12 Operating system servers. All servers require continuous monitoring, maintenance, security setups and regular backups.

### **ISD Methodology for Network ISD Charges**

Network Support Service charges are based upon each department's number of GroupWise User accounts.

## Information Services Department



### HOW DOES ISD MAINTAIN SECURITY?

ISD's Network Support Staff are the primary resources dedicated to the maintenance of security of the City of Fresno's computer applications and information stored in files. First, each City user is assigned a log-in identity which details the access they are granted to specific applications. All security profiles are maintained through the ISD Security Administrator.

System security is maintained through special software, such as Virus Protection. Firewalls are established to prevent unauthorized breach of the system 'boundaries', and monitored regularly at established checkpoints within the network systems. Application Replication maintains consistencies across Wide Area Network boundaries for application updates and distributions.

There is constant surveillance of incoming email and internet communications. Special software to prevent 'spam', viruses and intrusions is installed for customer protection.

## NETWORK SUPPORT SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with the City of Fresno Network support customers:

- Onsite ISD Network resources shall be available to users from 6:30 a.m. to 5:00 p.m., Monday thru Friday each week.
- Help Desk calls to ISD referred to Network Support resources shall be responded to within three (3) hours of receipt
- E-mail inquiries or requests for service referred directly to ISD Network Support resources will be answered within three (3) hours of receipt.
- Initial diagnostic support for service calls shall be completed within 24 hours.
- ISD Network Support resources

will close at least 60% of all service requests within 3 days.

- On-site service request calls will average no more than 3 days for completion.
- Emergency support services will be 24x7 through pager contact.
- Off-hour resource pages will be answered within two (2) hours of receipt.
- Emergency equipment replacement will be completed within 48 hours.
- ISD Network Support resources shall attend no less than one (1) applicable training course per year to maintain up to date technical skills.
- ISD shall be responsible for management of network hard-

ware and software maintenance service fee contracts, and payment of user fees as allocated to each department on a yearly basis.

- Critical network services, such as file server, Internet and GroupWise shall be maintained at no less than 99.5% availability.
- ISD will monitor equipment life cycles and replace or rotate equipment promptly as required.
- ISD Network Support resources will backup all servers and data regularly after regular business hours.
- ISD Network Support resources will maintain a regular program for disaster recovery of all City systems.



## Information Services Department

### DESKTOP SUPPORT SERVICES

The Information Services Department serves as a point of contact for the purchasing, installation, configuration and maintenance of the City of Fresno's Desktop workstations, printers, and peripherals. The ISD Help Desk is responsible for receipt of all service calls, problem analysis, and referrals for technical support.

#### SERVICES PROVIDED

- Workstation and peripheral repairs, replacements, and installations.
- Installation and configuration of all desktops, printers, scanners and other peripherals.
- On-site Help Desk support Monday thru Friday, 6:30 a.m. to 5:00 p.m.
- 24x7 Emergency support services.
- Computer Technician support for hardware and software trouble-

shooting, installs, and upgrades.

- Classroom and online training for standard software products.



- Maintain software license fee contracts for software, such as Corel Office Suite, the Adobe Acrobat Reader, McAfee's Virus Protection, Windows 2000 Operating System, and more.

- Desktop printer support services.
- Purchasing of workstations, software, peripherals, and related equipment.
- Rotation/replacement program.
- Asset tagging and tracking of new purchases.

### DID YOU KNOW?

ISD is responsible for the support of more than 2,500 PC workstations throughout the City of Fresno. More than 10,000 Service Call Requests are logged by the ISD Help

Desk each year. Average wait time is less than 45 seconds. 60% of all service calls are closed in one (1) day.

ISD manages 550+ purchase requests each

year, accounting for more than \$3.8 Million dollars of equipment. ISD average order turn-around time is two (2) days.



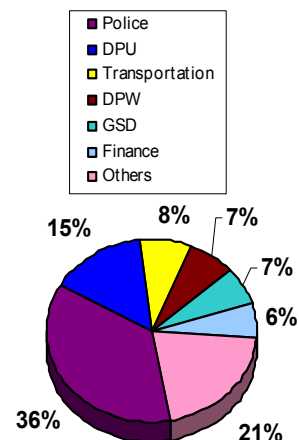
#### For Your Assistance

**On-site Hours of Support:**  
6:30 am- 5:00 pm Mon-Fri  
**Hours of Pager Support:**  
24 hrs. x 7 days

#### Dedicated Desktop Resources

- Information Srv. Specialist Mgr III- 1
  - Computer System Specialist III-2
  - Computer System Specialist II-6
  - Computer Systems Technician-1.8
  - Computer Operator II-1
- Annual ISD costs for Desktop support :  
\$1,241,137 O/M  
\$1,010,683 SAM Fund
- Represents 24.53% of ISD O/M Costs  
Represents 23.28% of ISD SAM Costs

#### Top Desktop Customers



#### ISD Methodology for Desktop ISD Charges

Desktop Support Service charges are based upon each department's percentage of the total inventory of workstations in the City of Fresno.

## Information Services Department



### WHAT DOES IT COST TO PURCHASE A NEW WORKSTATION?

Configurations and prices of the City of Fresno standard desktop hardware change about once every six months. This is due to advances in technology and the vigilance of our purchaser in monitoring price fluctuations. The current setup is:

- Dell Optiplex Gx270P, 2.6Ghz Pentium 4 CPU with 512 Mb RAM, 40Gb-7200 rpm Hard Drive; Windows 2000 Operating System; Small form factory case; integrated Video; Keyboard, Mouse, 24x CD and Floppy Disk Drives.
  - Estimated Cost: **\$800.00**
- Flat 17" screen monitor, Screen Resolution 1600 x 1200, 16" viewable area.
  - Estimated Cost: **\$400.00**
- HP Deskjet Printer, 20 ppm black & white, 13 ppm color, 4800 x 1200 optimized color, and 1200 x 1200 input dpi.
  - Estimated Cost: **\$200.00**

**AVERAGE ISD SUPPORT CHARGE PER WORKSTATION: \$1,028.75 per year.**

## DESKTOP SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with the City of Fresno Desktop support customers:

- Each City of Fresno standard desktop workstation shall be replaced once each four years.
- Onsite ISD Help Desk resources shall be available to users from 6:30 a.m. to 5:00 p.m., Monday thru Friday each week.
- The average wait time for a customer representative at the ISD Help Desk shall not exceed 45 seconds.
- Help Desk calls to ISD referred to Desktop Support resources shall be responded to within three (3) hours of receipt
- E-mail inquiries or requests for service referred directly to ISD

Desktop Support resources will be answered within three (3) hours of receipt.

- Initial diagnostic support for service calls shall be completed within 24 hours.
- ISD Desktop Support resources will close at least 60% of all service requests within 1 day.
- On-site service request calls will average no more than 3.5 days for completion.
- Emergency support services will be 24x7 through pager contact.
- Off-hour resource pages will be answered within two (2) hours of receipt.
- Emergency equipment replacement will be completed within 24 hours.

- 17" monitors shall be provided for all workstations.
- Authorized purchase requests will be processed within no more than 2 days of receipt.
- ISD Desktop Support resources shall attend no less than one (1) applicable training course per year to maintain up to date technical skills.
- ISD shall be responsible for management of hardware and software maintenance service fee contracts, and payment of user fees as allocated to each department on a yearly basis.
- ISD shall maintain up to date information on hardware, software and operating system advances and upgrades as they reach the market.